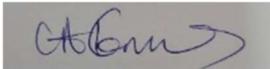
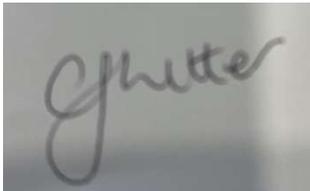
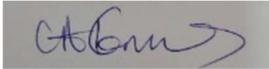


BioGrad Education Learner Welfare and Support

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1. Policy Statement

BioGrad Education is committed to creating a safe, inclusive, and supportive learning environment where all learners can thrive academically, professionally, and personally. We recognise our duty of care to safeguard and promote the welfare of every learner, ensuring access to appropriate support and guidance throughout their training journey.

2. Scope

This policy applies to:

- All learners enrolled with BioGrad Education
- All staff, contractors, and associates delivering or supporting training
- All learning environments, including online, workplace-based, and classroom settings

3. Aims and Objectives

The aims of this policy are to:

- Safeguard learners from harm, abuse, and neglect
- Promote physical and mental wellbeing
- Ensure learners have equal access to support services
- Encourage learner voice and active participation in decision-making
- Provide clear referral pathways for additional help and guidance
- Support learners to achieve their potential and progress positively

4. Principles

- **Learner-centred:** The welfare of the learner is our primary concern.
- **Inclusive:** Support will be responsive to the diverse needs of learners, including those with disabilities, learning difficulties, or additional needs.
- **Confidentiality:** Information will be handled sensitively and shared only when necessary to protect learners.
- **Collaborative:** We will work in partnership with learners, parents/carers (where appropriate), employers, and external agencies.

5. Areas of Support

5.1 Safeguarding and Child Protection

- All staff must follow BioGrad Education's Safeguarding Policy and report concerns to the Designated Safeguarding Lead (DSL).

5.2 Mental Health and Wellbeing

- Learners will be signposted to internal wellbeing support and external professional services where needed.
- Staff will promote a positive culture of openness around mental health.

5.3 Learning Support

- Additional Learning Support (ALS) will be provided for learners with identified learning difficulties and/or disabilities.
- Reasonable adjustments will be made in line with the Equality Act 2010.

5.4 Financial Support

- Information and advice will be available on bursaries, hardship funds, and external financial assistance.

5.5 Careers, Advice, and Guidance

- Learners will have access to impartial Information, Advice, and Guidance (IAG) to support progression into employment, further study, or apprenticeships.

6. Roles and Responsibilities

- **Senior Leadership Team:** Ensure effective implementation of this policy.
- **Designated Safeguarding Lead (DSL):** Lead on safeguarding and welfare concerns.
- **Trainers/Assessors:** Identify learner needs, provide support, and escalate concerns where necessary.
- **Learners:** Engage with support available and treat others with respect.

7. Learner Voice and Feedback

- Regular learner surveys, forums, and one-to-one reviews will capture learner feedback.
- Feedback will inform service improvements and support provision.

8. Confidentiality and Data Protection

- Information shared by learners will be treated confidentially and in line with GDPR.
- Records will be securely stored and only shared on a “need-to-know” basis.

9. Monitoring and Review

- This policy will be reviewed annually by the Senior Leadership Team.
- Learner outcomes, retention, achievement rates, and welfare feedback will inform future improvements.

10. Linked Policies

This policy should be read in conjunction with:

- Safeguarding and Prevent Policy
- Equality, Diversity, and Inclusion Policy
- Health and Safety Policy
- Data Protection Policy